

Veterans' **WELLNESS**

A GUIDE TO HEALTHY LIVING FOR THE VETERANS OF UPSTATE NEW YORK

Managing Your Pain

Whether acute or chronic, we can help alleviate your pain with medication and alternative treatments.



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Facebook!

see page 11 for details

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About Our Mailing List

We make every effort to maintain an accurate mailing list. To notify us of a patient's death, please call the Veterans Service Contact Center at 1-888-823-9656.

If you would like to be added to or deleted from our mailing list or if you have a suggestion for us, please write to: Editor, *Veterans' Wellness*, Network 2 Public Affairs and Web Content Manager, Clinton Crossings, 919 Westfall Road, Bldg. B, Room 115, Rochester, NY 14618, or email Kathleen.Hider@va.gov

Please be sure to include your phone number with all correspondence. **Do not send your Social Security number or medical history.**

National Veterans Golden Age Games

I am pleased to announce that VA Western New York Healthcare System has been selected as the host site for the 27th annual National Veterans Golden Age Games in 2013. The Games will be held in Buffalo, May 30 through June 4, 2013, with more than 800 Veterans from across the nation expected to compete in 14 different sports and recreational activities. They include air rifle, bowling, checkers, croquet, cycling, discus, dominoes, golf, horseshoes, nine-ball, shot put, shuffleboard, swimming, and table tennis.



David J. West
Network Director

Coming
Summer
2013!

This is the second time VA Health Care Upstate New York will be

hosting the Games. In the summer of 1999, the Canandaigua VA Medical Center hosted nearly 500 competing Veterans and 700 volunteers at Hobart and William Smith Colleges, in Geneva, N.Y.

Historically, VA has been recognized as a world leader in rehabilitation. The Games were established to improve the quality of lives for Veterans 55 years of age and older, including those with disabilities. Today, they have become a

showcase for the preventive and therapeutic medical value that sports, recreation, and fitness provide in the lives of older Americans.

Studies show that exercise can help older adults live better and longer lives, and may even prevent or delay the onset of Alzheimer's and other memory disorders. Even if you have a chronic illness, such as diabetes, heart disease, or arthritis, you can usually exercise safely and may even get better by being active.

If you're a Veteran, I encourage you to make physical activity a central part of your life and to ask a member of your Patient Aligned Care Team (PACT) if you could benefit from joining one of our weight-management programs: MOVE! and TeleMOVE! Talk with your doctor first before starting a new exercise routine.

We will keep you informed as the details of this exciting event become available. In addition to competing in the Games, many volunteer opportunities will also be available. Visit www.veteransgoldenagegames.va.gov for more information about the National Veterans Golden Age Games.

Sincerely,

DAVID J. WEST, FACHE
Network Director

NEW!

**VA Clinic Opens in the
North Country:**

Saranac Lake VA Clinic
33 Depot St.
Saranac Lake, NY 12983
518-626-5237

TeleMOVE! Helps You Lose Weight from Home

Today, about 77 percent of the more than 6 million Veterans VA serves are considered overweight, which increases your risk for diseases and other health problems.

To help Veterans who want to lose weight, keep it off, and improve their health, VA offers a free personalized weight-management program called TeleMOVE!, which you can participate in from your own home.

There are two types of TeleMOVE! programs. When you enroll, a care coordinator will help you select the best program to meet your needs.

The **MOVE! Telephone Lifestyle Coaching** program is done entirely over the phone. You'll follow along in a workbook and have scheduled phone appointments with a care coordinator.

The **Home Telehealth Weight Management** program uses an in-home messaging device, called a Health Buddy, which you use daily to answer questions about your weight and health and learn how to make healthy lifestyle changes.

Our care coordinators are VA nurses and dietitians specially trained to monitor your progress. All equipment and materials you will need are provided free and delivered to you.

Here are stories of two of the 494 Veterans currently enrolled

in TeleMOVE! who have had success with the programs.

Losing Weight for Surgery

Although Veteran Roy Narish was aware of TeleMOVE!, he didn't look into it until health issues made weight loss a priority.

"I have severe arthritis, and my doctor told me that I needed to lose weight before I could have knee-replacement surgery," Roy says. "I decided to sign up for the MOVE! Telephone Lifestyle Coaching program to get healthier and lose weight."

Referring to the workbook provided inspired him to improve his eating habits by adding fruits and vegetables and limiting red meat, bread, and pasta, with only an occasional visit to a fast-food restaurant. He was also determined to become more active, despite his arthritis, and started walking twice a week for 30 minutes. After five months, Roy lost more than 40 pounds and reduced his arthritic pain.

"My TeleMOVE! coach called me every week, encouraging me to set goals and giving me information that could help me lose and maintain my weight—like how to read nutrition labels and count calories. I was able to meet with my coach without having to leave my house," Roy says. "I want to drop another 15 pounds because I like the way I look and feel and want to do even more for my health."



Miranda B. after losing 25 pounds

Program Fits New Lifestyle

When Veteran Miranda B. was diagnosed with type 2 diabetes six years ago, she lost 70 pounds to improve her health. But stress caused her to gain back 30 pounds and her blood sugar levels soared.

At her VA primary care provider's recommendation, Miranda B. joined the Home Telehealth Weight Management program last spring. She said it helped her change her nutritional and exercise habits to fit her new lifestyle. Miranda began a structured walking program and started using stairs instead of taking the elevator. A scheduled weekly weigh-in enabled her to gauge her progress, and regular messages from her TeleMOVE! coach encouraged her to make wise food choices. Today she is 25 pounds lighter and her diabetes is under control.

"I have a busy life and the telephone reminders served as reinforcements and memory joggers that really raised my overall awareness of losing weight," says Miranda B. "I have more energy; I sleep better; and I am more efficient throughout the day. TeleMOVE! has enhanced my life."



Roy Narish after losing 46 pounds

Interested in TeleMOVE?

You can sign up in two easy steps:

- 1 Complete the MOVE! 23 questionnaire at a VA primary clinic or at www.move.va.gov/move23.asp. If you enroll online, write down your retrieval code here: _____.
- 2 Then call TeleMOVE! at 1-877-619-0106 and select option #1.

U.S. Eating Habits: Reason for Concern?

Super-sized portions and more carbs have taken a toll on our health, but you can make smarter choices.

In the last 40 to 50 years, Americans have consumed more high-carbohydrate, high-sugar foods than ever before. We have many varieties of candy, chips, crackers, cereal, and muffins to choose from. We load our baked potatoes with sour cream, butter, and bacon bits. We spread hefty portions of cream cheese on our oversized bagels.

We have also seen the number of processed foods increase a lot. While foods have been salted, dried, and fermented since ancient times, new technologies have brought processing to new levels—some of them unhealthy. Nutrients such as fiber or vitamins may be lost in processing. And ingredients added to foods to make them more flavorful, such as sodium, trans fats,

and other additives, increase our risk for chronic disease.

In addition, high-fructose corn syrup, sugar, and other caloric sweeteners make up a sizeable share of the calories we consume today—much of it from soft drinks.

How Much We Eat

Portion sizes of our foods have increased markedly in recent decades. We frequent buffet-style restaurants, where we can eat as much food as we want. Standard plate sizes have increased. And some of today's cheaper eating choices are found in fast-food restaurants, where meals often come in "super" sizes.

The problem is that the more food we have in front of us, the more we tend to eat, no matter how unappealing the food or how full we feel.

Where We Eat

Not so long ago, home-cooked meals around the dinner table were a central social event in the home. Today, we commonly:

- **Eat on impulse while doing something else.** While we're sitting in front of a television set, at a computer, or in a car, we're focusing on other things and paying little attention to what or how much we eat.
- **Eat in fast-food restaurants.** While we understand that most of this food is high in fat, sugar, and sodium and served in hefty portions, we continue to eat fast food because it fits into our busy schedules.

Healthy Eating Advice

Today there are more varieties of foods to choose from than ever before. But instead of it being easier for

► Be Consumer Smart

Be wary of foods bearing nutrition claims. Always weigh the claims against all the nutrition facts on the label. For example, a "no-cholesterol" or "all-natural" product may still have soaring levels of sugar, fat, or sodium. "Multigrain" doesn't necessarily mean "whole grain."

Check Out Our New Vodcast

Learn How the French Stay Thin!

Researchers have found that while the French consume more calories and saturated fat than Americans, they live healthier and longer. Watch our video podcast *French Diet Paradox Solved* to find out why. To download, go to www.visn2.va.gov and click on the podcast icon (like the one located in the top right corner of this box).



you to make healthy food choices for you and your family, all of these products just add to your confusion about what's healthy and what's not.

Another challenge we face is that nearly everything in today's eating environment—from television commercials to food labels to huge restaurant portions and tasty, high-calorie snacks—seems designed to push us to buy more, eat more, and load on the pounds.

The good news is that more and more Americans now know the value of a diet rich in fruits and vegetables, whole grains, and low-fat dairy products, and low in saturated fat and trans fats. Nearly three in four say they consider the importance of wholesome, nutritious meals when they shop for food and beverages.

You can also change your eating habits to improve your health. Read food labels to help you limit fat and reduce sugar, use smaller plates and bowls to cut your portion sizes, turn off the TV and sit down with your family to eat slower and enjoy your meals, and visit a farmers' market to pick fresh produce.



Reading labels can help you make smarter choices.

Finally, choosing sensible portions can help keep your calorie count low. Try these tips:

- If you're eating packaged food, compare the serving size listed to what you are eating so that you know how many calories you're actually taking in.
- If you want a second helping, serve yourself another portion of vegetables or more green salad.
- When eating out, share an entrée or order half.
- Don't "supersize" soft drinks, unless they are sugar-free.



Baked Salmon Dijon

1 cup fat-free sour cream
2 teaspoons dried dill
3 tablespoons scallions, finely chopped
2 tablespoons Dijon mustard
2 tablespoons lemon juice
1 ½ pounds salmon fillet with skin, cut in center
½ teaspoon garlic powder
½ teaspoon black pepper
Fat-free cooking spray

Whisk sour cream, dill, scallions, mustard, and lemon juice in small bowl to blend. Preheat oven to 400 degrees. Lightly oil baking sheet with cooking spray. Place salmon, skin side down, on prepared sheet. Sprinkle with garlic powder and pepper, then spread with the sauce. Bake salmon until just opaque in center, about 20 minutes.

Makes six servings

Per serving: 196 calories, 7 grams fat, 76 milligrams cholesterol, 229 milligrams sodium, less than 1 gram fiber, 27 grams protein, 5 grams carbohydrates



Veterans Have Options to Medications

Many soldiers returning from tours of duty in Iraq and Afghanistan are facing behavioral health challenges as a result of the rigors of war. Depression and insomnia are two of the most common problems, along with anxiety, irritability, stress, and PTSD, according to VA reports.

But these servicemen and women don't have to rely solely on medication to help them heal. Today's VA uses a holistic approach.

"Optimal behavioral health is not just about prescribing medications. It also includes psychological, social, and spiritual approaches," says Shirish Patel, M.D., lead psychiatrist and associate chief of staff for behavioral health. "For example, if a Veteran suffers from depression, we don't just write a prescription. Instead, we may offer a combination of cognitive therapy to help the patient develop

more positive ways to think and respond; antidepressant medication to improve mood; and relaxation methods, such as deep breathing, to ease symptoms."

VA Behavioral Health also offers more than 60 group therapy sessions in various VA clinics and hospitals in upstate New York.

"Behavioral health is not a quick fix, but a joint effort between patient and provider," says Dr. Patel. "Our goal is for every Veteran to achieve the highest quality of life possible."



Shirish Patel, M.D.

Visit www.visn2.va.gov/bh/index.asp for information about behavioral health services.

'Man's Best Friend' Eases Stress

When Marine Corps Veteran Derek Davey adopted Shadow last year, he thought he was doing a good deed by rescuing the small black puppy. But, he explains, Shadow actually rescued him. She helped ease the symptoms he was experiencing from PTSD, depression, and grief after losing his son, a Marine who was killed in Iraq.

Studies show that pets can help people with PTSD and other behavioral health conditions by providing them with a sense of purpose and easing feelings of loneliness. Caring for a pet provides distractions during difficult times and helps you reclaim normalcy. Pets also give you an excuse to laugh, play, and feel good and have

a calming effect on the body.

"Shadow came into my life when I really needed her, and caring for her unconditionally has shown me that it is possible to move on from the troubles of the past and live a 'regular' life again," says Derek. "She also pushes me to get out and exercise, which helps relieve my posttrauma and grief. Being with her is better than any medication I could take, and I feel better mentally and physically."



Derek Davey and Shadow

Getting Your Rx Right

VA behavioral health care begins with an evaluation by your primary care provider to assess your physical and mental health.

If a medication is prescribed as part of your treatment plan, Joel Haas, M.D., relates that in VA we take several steps to ensure you get the right dose of the right medication at the right time.

- VA's advanced computer software electronically searches for potential drug interactions with your existing or new prescriptions, including those from outside providers that have been entered into our electronic record.
- Before ordering medications prescribed by outside providers, the VA provider must make a clinical assessment that the prescribed medication is medically appropriate.
- Providers receive medication advisories when new information is published about the safety of certain medications.
- VA providers follow the safety practice of medication reconciliation, which creates an accurate, complete list of the medications contained in a patient's medication regimen.

In addition, all Patient Aligned Care Teams (PACT) work with a clinical pharmacist who reviews every medication you are taking for appropriateness and safety and can answer your questions.

Providers also discuss with you the benefits of taking your behavioral health medications versus the risks and the ways to cope with side effects. You are also encouraged to speak up at any time with concerns.



Ask the Expert:

Karl Frohm, Ph.D., Chairman
VA Health Care Upstate New York
Pain Management Advisory Council

Q Is pain a major factor for U.S. Veterans returning from Iraq and Afghanistan?

Yes. In some studies, physical pain is the most prevalent symptom reported to VA health care providers by returning servicemembers. Many factors surrounding the current international conflicts contribute to this increase in pain symptoms, including injuries from explosives and back and knee problems caused by carrying heavy equipment.

Q What is the difference between acute pain and chronic pain?

Acute pain is an immediate result of harm or injury to the body. In most cases, it improves as the injury heals or irritation is removed. Soldiers on the battlefield may receive aggressive drug treatment for acute pain to ensure a quick return to duty. Chronic pain continues for weeks, months, or years despite the fact that the original injury has healed. When a Veteran returns home and comes into a VA clinic complaining of pain, we'll address this problem through a comprehensive personalized treatment plan. The focus of chronic pain management is to improve a Veteran's functioning and quality of life.

Q How is VA addressing pain issues and tracking drug treatments?

Whether a Veteran's pain involves muscles, joints, bones, organs, skin, or nerves, VA has made treating acute and chronic pain a priority. Pain management begins with a Veteran's primary care provider, who assesses sources of pain and risk factors for

various pain treatments in forming a plan of care with the Veteran. The primary care provider also monitors safety and effectiveness of treatment, including how it affects the Veteran's quality of life. Pain specialists are available to work alongside VA primary care providers to provide additional care. VA pharmacists use sophisticated electronic systems to track prescribed medications and ensure patient safety.

Q Are opioid medications the main treatment used for pain?

No. Opioids are one part of pain treatment and may not be helpful for some patients or pain problems. Other pain treatments include medications to reduce inflammation or calm irritated nerves, physical therapy to improve strength and movement, anesthetic injections to temporarily relieve pressure or block pain signals from reaching the brain, and cognitive or behavioral tools to reduce pain and stress or help Veterans cope with pain.

Q Do opioids carry a risk for addiction?

Yes, there is some risk for addiction, especially for people with prior drug abuse problems. However, there are other risks associated with opioids that are equally or more important. Before Veterans are prescribed opioids, they are evaluated for medical or psychological factors that could make opioids unsafe for them. Veterans prescribed opioids

should expect to have a structured relationship with their health care provider, including being asked to sign a treatment agreement or to undergo drug testing to ensure that the medication is being used appropriately.

Q What can Veterans do to optimize pain relief?

To get the most out of your treatment, you are encouraged to participate in every aspect of your care. For example, take medications as directed, attend therapy sessions, and apply new techniques at home. Don't allow pain to overtake your life. Your Patient Aligned Care Team (PACT) can connect you with VA specialists who can help to relieve unresolved pain and help you to live your life well with ongoing pain.



Hospice Care Comforts Patients and Their Families

Raymond and Helen Tiffany were married for more than five decades, yet some of their strongest memories as a couple unfolded in a VA hospice.

When Raymond was diagnosed with pancreatic cancer, Helen was determined to care for her husband at home, but she soon realized that her own struggle with Parkinson's disease made caretaking impossible.

Then Raymond's doctor recommended that he be admitted to the hospice unit at the Albany VA Medical Center. Once the Tiffanys visited the hospice unit and met with staff, they were convinced hospice care would help both of them get through this very difficult time.

"It was the right choice for us, and the hospice was a truly wonderful place," says Helen.

End-of-Life Care

Hospice care is for patients who are not looking for curative treatment options and have less than six months to live. This type of care keeps patients alert and reduces their suffering for as long as possible. Hospice staff offers assistance, answers questions, and eases anxiety about what lies ahead for the patient and the family as the illness progresses.

VA also offers palliative care to Veterans with advanced and progressive illnesses who need help managing their symptoms, but don't qualify for hospice care. Like hospice, the goal of palliative care is to also reduce their pain and discomfort and help with quality-of-life issues, such as appetite and mobility. Typically, palliative care enrollment is for a year or so, and patients may still be getting treatments that can prolong their lives, such as chemotherapy and radiation.

All Veterans are entitled to free palliative and hospice care. Medicare and VA pay for Veterans ages 65 and older. VA pays for Veterans younger than age 65.

Caring for the Whole Person

VA's hospice team of physicians, nurses, and chaplains supported Raymond with expert medical, emotional, and spiritual care and kept him comfortable as his illness progressed.

The staff also took the time to really get to know the Tiffanys and always welcomed their visitors as part of the hospice family.

To help Raymond and other patients make the most out of each day, the hospice unit features many extras to help enrich the quality of their lives, such as a jukebox, movies, and books. Many volunteers also stop by to play the piano or sing, give massages, bring therapy pets, or provide ice cream treats.

Best of all, while the hospice team met her husband's needs, Helen was able to concentrate on being with Raymond.

"While he was in hospice, I spent a lot of quality time with Ray, and it helped us become closer and our love grow even stronger than



Raymond and Helen Tiffany
celebrating their 50th wedding anniversary

when we first were married," she recalls.

You're Not Alone

Raymond died in March 2011, several months after entering hospice. Although coping with her beloved spouse's death has been an incredible adjustment, Helen is grateful for the care her husband received during his final days and for the comfort she and her family received when Raymond passed away. She still receives phone calls from VA hospice staff checking up on her.

"Raymond fought the good fight and VA came through when he needed them most," says Helen. "No one should have to go through this journey alone. Because of VA hospice, we didn't have to."



For information about hospice, visit
www.visn2.va.gov/gec/ai.asp or call
your nearest VA medical center.

COPD Research

by Vijay Kumar, Ph.D.

Chronic obstructive pulmonary disease (COPD) is one long name for two conditions: chronic bronchitis and emphysema. Both are serious conditions that get worse with time, blocking airways with swelling and mucus.

COPD is the third-leading cause of death in Americans and the only one of the leading causes in which mortality is increasing. A research report published in September showed that the lifetime risk of developing COPD is about one in four. These odds are higher than the chances of developing cancer or heart disease.

Who Gets COPD?

Smoking is blamed for up to nine of 10 deaths from COPD. Being overexposed to chemicals at work or other pollutants can also be a risk factor. COPD often develops slowly, taking your breath away before you realize it. Eventually, activities such as walking and cleaning the house become too strenuous.

We Want to Help

VA Western New York Healthcare System in Buffalo is involved in two COPD research projects. The first one focuses on understanding why COPD patients are more at risk for lung infections than the rest of the population. The other one is investigating the link between the body's immune responses and infections.

The goal of these COPD research projects is to develop new diagnostic tools, vaccines, and medications to prevent and treat these infections.

Attention, Buffalo-Area Veterans

If you have COPD, chronic bronchitis, or emphysema; are at least 30 years old; and are either a smoker or ex-smoker, you may qualify for one of these research projects. Participants will be reimbursed for their time and travel.

If you live within the Buffalo area and are interested in this study, please call **716-862-8570** for more information.



Gene Research Update

VA Western New York Healthcare System in Buffalo and Stratton VA Medical Center in Albany are still looking for volunteers to participate in the Million Veteran Program (MVP). MVP is an important partnership between VA and Veterans to better understand how genes affect health and illness. The goal of this ongoing national study is to improve health care for all Veterans.

Participation is voluntary and will not affect Veterans' access to health care or benefits. As of October 1, Buffalo has enrolled 522 Veterans, who donated blood, and Albany has enrolled 226 Veterans. To participate, call **1-866-441-6075**.

Update on Lower Back Pain Studies

Two controlled trials of chronic lower back pain have just been completed at Rochester VA Outpatient Clinic. They were first reported in the fall 2010 issue of *Veterans' Wellness*.

The results from the first trial may predict the most appropriate treatments for chronic lower back pain. There were 376 Veterans who showed interest in this study and 78 participated.

The second study investigated the role of chiropractic care in older adults with chronic lower back pain. There were 1,049 Veterans who showed interest in this study and 136 participated.

Thanks to all who participated in these studies. The results will be announced in a future issue of *Veterans' Wellness*.



Brain-Booster

	5	7			6			
				1				
		9			4		8	
						8	1	
							2	3
	2				8			9
2			1			5	9	
4				5				
			9	6	3			

Here's a popular Sudoku puzzle that will give you a good "mental workout." To complete the puzzle, fill in the squares so that each digit 1 through 9 appears exactly once in each row, in each column, and in each enclosed nine-unit block.

The solution appears on page 11.

Helping the Visually Impaired Navigate in a Sighted World

Moving around in the environment safely is important to people with visual impairment. Safe travel is critical to a variety of social interactions, daily tasks, and independence. When vision can't be corrected by regular glasses or medicine, a visually impaired person can benefit from specialized services, called Vision Rehabilitation, which can teach, train, and demonstrate how remaining vision can be used more effectively.

Vision Rehabilitation services can include instructions to travel safely, called Orientation and Mobility or O&M.

A certified O&M instructor can provide specialized training to help severely visually impaired Veterans learn to navigate their home, neighborhood, and community with greater ease, confidence, and safety. Available through the Vision Rehabilitation programs at VA Medical Centers in Buffalo and Syracuse, O&M training focuses on



Normal Vision

developing the Veteran's capacity to maintain spatial orientation by using sensory information—such as sound, temperature, and vibrations—to determine where they are, where they are going, and what they need to do to move around safely (for example, using sound at a traffic light to cross the street). Veterans are also taught how to use adaptive aids, such as the white cane, to accomplish everyday activities.

If you know a Veteran with a visual impairment, please tell him



Macular Degeneration

or her about our Vision Rehabilitation services. For more information about Vision Rehabilitation services at a VA medical center closest to the Veteran, call:

- Albany
518-626-6367 or **518-626-5587**
- Bath
607-664-4616
- Buffalo
716-862-7438 or **716-862-8782**
- Canandaigua
585-393-7131
- Syracuse
315-425-4381

► As Prices Rise, VA Store Can Help You Save

In an uncertain economy, it simply makes sense to do everything you can to save money. If you are a VA patient or employee, one way you can stretch your dollar is by shopping our All Services Exchange Online Store and Catalog.

No matter where you are located, you'll be able to find millions of items for sale online, by phone, or by mail. Because you don't have to pay sales tax and we give you free shipping offers, we can keep our prices low.

If you shop online, you can also maximize your savings by:

- Taking advantage of our Weekly Savings Promotions

- Browsing our Super Daily Specials
- Entering our Weekly Sweepstakes every day
- Joining our Online Savings Club to receive exclusive coupons

You can shop online 24 hours, seven days a week at

www.vacanteen.va.gov or call **1-800-745-9707** to place an order. The All Services Exchange Online Store and Catalog are sponsored by the Veterans Canteen Service.



THANKS for Responding to Our Readership Questionnaire

We would like to thank the 788 Veterans and their family members who responded to our readership questionnaire about *Veterans' Wellness* magazine. This is an overwhelming response and will help us serve you better. Your answers will let us know what you want to see in the publication so we can tailor it to fit your needs.

According to the questionnaire, readers want to see more articles about healthy eating, exercise, stress management, VA research, Veteran success stories, alternative medicine, and emotional issues, and they want to know more about their VA benefits.

The questionnaire results also supported our two main goals of sending you the magazine: to help you make informed choices about when, where, and how to seek medical treatment and to educate you about VA services available to

you and your family.

In response to receiving *Veterans' Wellness*:

- **74 percent** report that they and/or a family member used services at VA Health Care Upstate New York in the past year
- **88 percent** report that they and/or a family member changed the way they

take care of themselves

- **93 percent** report having a better understanding of which health care services are available and how to access them
- **43 percent** report using one or more of the online or other health management services, such as registering for My HealtheVet, signing up for the MOVE! program, checking out a video podcast, or shopping at the online canteen store

Thank you for your continued support of *Veterans' Wellness*.

'Like' Your VA Medical Center on Facebook



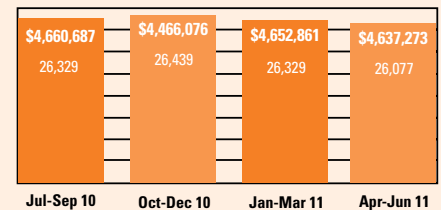
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- www.albany.va.gov
- www.bath.va.gov
- www.buffalo.va.gov
- www.canandaigua.va.gov
- www.syracuse.va.gov

Cost of Missed Appointments

A patient who doesn't arrive for his or her appointment at a VA clinic or medical center is a "no-show" for that appointment. Please call to cancel your appointment so that your appointment time can be used by another Veteran in need.

Cost of No-Shows



Sudoku puzzle solution from page 9

8	4	2	3	6	9	5	1	7
1	7	3	2	5	8	9	6	4
9	6	5	7	4	1	3	8	2
6	5	4	8	3	7	1	2	9
3	2	9	1	6	4	8	7	5
7	1	8	5	2	9	4	3	6
2	8	1	4	7	5	9	6	3
5	9	7	6	1	3	2	4	8
4	3	6	9	8	2	7	5	1

Value for Vets!

Redeem this coupon for **any one of the FREE items** listed below at the Veterans Canteen Service food court at the Albany Stratton, Batavia, Bath, Buffalo, Canandaigua, and Syracuse VA Medical Centers. Enjoy a 12 oz. coffee, 16 oz. soda, bottle of water, bag of chips, hash browns, sausage biscuit, egg biscuit, baked potato, hot dog, or grilled cheese sandwich.



One coupon per enrolled Veteran.
Compliments of Veterans Canteen Service.

Expires 11/30/2011

Network 2 Communications
VA at Clinton Crossings
919 Westfall Road
Bldg. B, Room 115
Rochester, NY 14618

10400M

Reaching us is easy

Our Locations



VA Medical Centers

Albany Stratton

113 Holland Ave.
Albany, NY 12208
518-626-5000
1-800-223-4810

Batavia

222 Richmond Ave.
Batavia, NY 14020
585-297-1000

Bath

76 Veterans Ave.
Bath, NY 14810
607-664-4000
1-877-845-3247

Buffalo

3495 Bailey Ave.
Buffalo, NY 14215
716-834-9200
1-800-532-8387

Canandaigua

400 Fort Hill Ave.
Canandaigua, NY 14424
585-394-2000
1-800-204-9917

Syracuse

800 Irving Ave.
Syracuse, NY 13210
315-425-4400
1-800-221-2883

Community-Based Outpatient Clinics

Auburn

17 Lansing St.
Auburn, NY 13021
315-255-7002

Bainbridge

109 N. Main St.
Bainbridge, NY 13733
607-967-8590

Binghamton

425 Robinson St.
Binghamton, NY 13901
607-772-9100

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
518-943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
518-626-5205

Coudersport Satellite Clinic of Wellsville

24 Maple View Lane,
Suite 2
Coudersport, PA 16915
814-260-9342

Dunkirk

Valor Health Center
166 E. Fourth St.
Dunkirk, NY 14048
1-800-310-5001

Elizabethtown

7426 NYS Route 9N
Westport, NY 12993
518-626-5236

Elmira

Health Services Bldg.
200 Madison Ave.,
Suite 2E
Elmira, NY 14901
1-877-845-3247,
ext. 44640

Fonda

Camp Mohawk Plaza
2623 State Highway 30A
Fonda, NY 12068
518-853-1247

Glens Falls

84 Broad St.
Glens Falls, NY 12801
518-798-6066

Jamestown

608 W. Third St.
Jamestown, NY 14701
716-338-1511

Kingston

63 Hurley Ave.
Kingston, NY 12401
845-331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
716-822-5944

Lockport

5883 Snyder Drive
Lockport, NY 14094
716-438-3890

Malone

3372 State Route 11
Main Street
Malone, NY 12953
518-483-1529

Mansfield Satellite Clinic of Elmira

63 Third St., Suite 104
Mansfield, PA 16901
570-662-0507

Massena

1 Hospital Drive
Massena, NY 13662
315-769-4253

Niagara Falls

2201 Pine Ave.
Niagara Falls, NY
14301-2300
716-862-8580

Olean

465 N. Union St.
Olean, NY 14760-2658
716-373-7709

Oswego

437 State Route 104E
Oswego, NY 13126
315-207-0120

Plattsburgh

80 Sharron Ave.
Plattsburgh, NY 12901
518-561-6247

Rochester

465 Westfall Road
Rochester, NY 14620
585-463-2600

Rome

125 Brookley Road
Griffiss Park
Rome, NY 13441
315-334-7100

NEW! Saranac Lake Satellite Clinic of Elizabethtown

33 Depot St.
Saranac Lake, NY 12983
518-626-5237

Schenectady

1322 Gerling St.
Sheridan Plaza
Schenectady, NY 12308
518-346-3334

Springville

Satellite Clinic of Lackawanna

Springville Primary Care
27 Franklin St.
Springville, NY 14141
716-592-7400

Tompkins/Cortland County

1451 Dryden Road
Freeville, NY 13068
607-347-4101

Troy

Troy Primary Care
Practice
295 River St.
Troy, NY 12180
518-274-7707

Warsaw

Wyoming County
Community Hospital
400 N. Main St.
Warsaw, NY 14569
585-786-2233

Watertown

19472 U.S. Route 11
Watertown, NY 13601
315-221-7026

Wellsville

3458 Riverside Drive
Route 19
Wellsville, NY 14895
607-664-4660
1-877-845-3247 (Bath)

Vet Centers

Albany

17 Computer Drive W.
Albany, NY 12205
518-626-5130

Binghamton

53 Chenango St.
Binghamton, NY 13901
607-722-2393

Buffalo

2372 Sweet Home
Road, Suite 1
Buffalo, NY 14228
716-862-7350

Rochester

2000 S. Winston Road
Bldg. 5, Suite 201
Rochester, NY 14620
585-232-5040

Syracuse

716 E. Washington St.,
Suite 101
Syracuse, NY 13210
315-478-7127

Watertown

210 Court St., Suite 20
Watertown, NY 13601
315-782-5479



VA Health Care
Upstate New York

- For enrollment information, call **1-888-823-9656**.
- For medical care and clinic appointments, call your local primary doctor or your local VA medical center.
- For reliable health information on the Web, visit **www.myhealth.va.gov**